

## **CIRCULATION POLICY**

### **Free Access to Materials**

1. It is the policy of the Kimball Library not to deny or abridge the circulation of items from the library collection to any card holder based upon that card holder's origin, age, background, or views.
2. In the case of minors, the Library endorses the concept that it is the responsibility of parents or guardians, not the library Trustees or staff, to monitor and approve the selection of materials made by children. It is the parents or guardians (and only these) who may restrict their children (and only their children) from access to library materials and services. Parents or guardians who prefer that their children not have access to certain materials or services should so advise their children. The Library, its trustees and staff are charged with the responsibility of providing equal access to library materials and services to all library users.

### **Confidentiality**

1. The library's circulation records and other records identifying the names of library users are confidential. (RSA 201-D:11)
2. The Trustees, Director or staff shall not make these records available to any agency of the state, federal or local government without consent or by subpoena, court order, or where otherwise required by statute.
3. Upon receipt of such process, order, or subpoena, the Library Director will consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the Director will insist that such defects be cured.

### **Library Cards**

1. One library card and two key cards shall be issued free of charge to Atkinson residents and those considered residents. (See Eligibility Policy)
2. If the person is not a resident, a Non-Resident Library Card must be purchased. (See Eligibility Policy)
3. Lost cards may be replaced for a fee of five dollars (\$5.00).
4. All patrons must present a valid library card in order to borrow materials. People who do not own cards may apply for a card and borrow materials that same day.
5. If a patron forgets his or her library card the staff at the Circulation Desk will ask for the patron's driver's license or school ID for identification.

### **Library Card Renewals**

1. All library cards expire every 12 months. Patrons must renew their library card in person and show a valid driver's license or student ID. All outstanding fines over \$15.00 must be paid at the time of renewal.
  - a. If patron has no cash/check, driver's license with them, or is calling on the telephone to renew, we will allow one three week renewal for their card.
2. All library cards that are inactive for three years will be deleted from the library software.

### **Loan Periods**

1. Library materials will be loaned to library card holders for the following loan periods:
  - Overnight
    - a. Reference
  - One-day loan
    - a. Museum passes
  - Two-day loan
    - a. New Fiction DVDs (less than 6 months)
  - One-week loan
    - a. DVDs (6 months & older)
    - b. Non-Fiction & Series DVDs
  - Two-week loan
    - a. Magazines (most recent copy does not circulate)
  - Three-week loan
    - a. All fiction & non-fiction adult and children's books
    - b. Audio books
    - c. Music CDs
    - d. ILL Materials
  - Six -week Loan
    - Interlibrary loan items loaned to other libraries (Non-circulating items and items in circulation for less than six months at the Kimball Library are not available for ILL.)
2. Upon occasion, to satisfy the unique, non-recurring needs of specific card holders, items in the library collection may, upon approval by the Librarian, be loaned for special loan periods which differ from the periods specified above.

### **Returning Library Materials\***

1. All library materials may be returned in the outside book drops located in the back of the library. Materials returned after 7:50 PM, Monday through Friday,

and 2:50 PM on Saturday, will be checked in when the library reopens. Materials may also be returned at the circulation desks during regular library hours.

\*Materials may be returned to the Plaistow or Sandown Public Libraries. Please check their hours of operation and return materials 15 minutes before closing.

### **Renewal of Library Materials**

1. Materials of all formats may be renewed (excluding DVDs & magazines) a maximum of two (2) times, for a similar loan period each time.
2. Interlibrary loan items borrowed from other libraries for card holders will be handled on an individual basis. Please contact the library at 362-5234.
3. Any item which has one or more patron reserves outstanding is, by virtue of those reserves, ineligible for renewal.
4. Renewals of materials may be made either in person by telephone, or through our website at [www.kimballlibrary.com](http://www.kimballlibrary.com) (click on library catalog link – you must have your card number and password to access your account).
5. Overdue items may be renewed in person, by telephone or through our website [www.kimballlibrary.com](http://www.kimballlibrary.com) (click on library catalog link – you must have your card number and password to access your account). A record of the fine owed is retained in the circulation computer for subsequent payment.

### **Reserving Library Materials**

1. Any circulating item in the library collection (except new DVDs) may be reserved by a library card holder.
2. As soon as a reserved item becomes available, the requesting card holder will be notified via email (if we have your email on file) or phone.
3. Reserved items will be held in reserve for the requesting card holder for three (3) business days following the day of notification. Reserved items which are not called for within the hold periods specified herein will be given to the next requesting card holder or, lacking further reserves, be returned to the circulating stacks.

### **Overdue Notification**

Under the direction of the Library Director, the library staff will take the following steps to retrieve overdue materials:

Overdue items: Mailing notices are generated and the shelves are checked for the materials. Patrons in this group will receive a mailed notice, or email notice, requesting the return of overdue items. Patrons may receive more than one mailing over a period of weeks if materials are not returned.

Overdue items with fines of \$15 or more: a list is generated and the shelves are checked for the materials. Patrons in this group will receive a letter from the Library

Director, send certified mail, informing them of their violation of RSA 202-A. The letter will request that within 15 days the items be returned or the library be reimbursed for their value.

Patrons who do not respond to the above letter will have their names forwarded to the Atkinson Police Department for further action. The patron's borrowing privileges will be suspended until the matter is resolved to the satisfaction of the Library Director.

### **Fine Charges for Overdue Materials**

1. Overdue fines begin to accrue the day after an item's due date. Fines are not charged for days the library is closed. The amount of the daily fine varies with the type of library materials.
2. Fine amounts for library materials:
  - Adult, YA & Children's print materials \$0.10 per day per item, with the exception of DVDs, reference, and museum passes.
  - DVDs \$1.00 per day per item.
  - Museum passes \$10 per day per item.
  - As a professional courtesy, overdue fines will not be levied against libraries borrowing items from our collection via the interlibrary loan system.
3. There is a maximum fine of \$25.00 per item or the replacement cost of the item if less than \$25.00. There is no limit on the total fine per individual. Library patrons with a total fine of \$15.00 or more will not be allowed to borrow library materials until the balance is below \$15.00.
4. All library fines are paid to the Kimball Library and are used exclusively per RSA 202-A:11 for the benefit of the library, as authorized under the New Hampshire Revised Statutes Annotated.

### **Replacement Costs for Lost or Damaged Materials**

1. Patrons are responsible for all materials checked out and are liable for any damages which may occur to library materials.
2. Replacement costs for lost or damaged library materials of all formats will be collected at the current dollar replacement value or at the purchase price of similar item if out of print.
3. Overdue fine charges will not be added to the cost of replacement when a lost or damaged library material is paid for.

## **Borrowing Suspensions**

1. Library privileges may be denied for failure to return library materials, pay penalties, replace lost or damaged materials, or for inappropriate behavior.
2. It is the policy of this library to honor and enforce borrowing suspensions imposed by other libraries upon their own card holders who may attempt to borrow materials from the Kimball Library, as long as the library is given notification of such suspensions.

## **Interlibrary Loan**

1. It is evident that it is impossible for one library to be self-sufficient. Sharing of library resources is essential for adequate and effective library service. The purpose of interlibrary loan is to obtain library material not available in the Kimball Library. An interlibrary loan (ILL) is a transaction in which library material, or a copy of the material, is made available by one library to another upon request (from New Hampshire Interlibrary Loan Protocol Manual, 1993).
2. Kimball Library patrons requesting materials from another library (excluding members of the SNHLC) must fill out an "ILL Request Form" (See appendix) at the Circulation Desk. Requests take an average of two weeks to fill, although they may take longer. All books borrowed through ILL from other libraries must be returned to the Kimball Library.
3. Some libraries do not lend new books, audio books, or DVDs; there may be additional restrictions as to what is available through ILL.

## **Special Collections**

The Library will cooperate with the Atkinson Historical Society, Town Hall, and local school libraries to develop a local history collection and to avoid duplications.